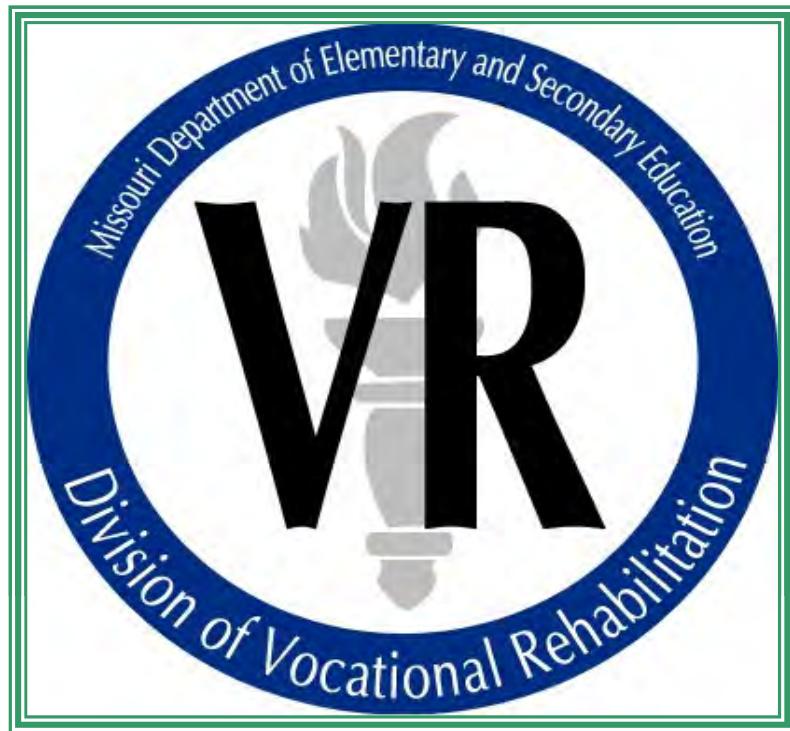


Independent Living Centers



**Consumer Satisfaction Survey
2010**

Annual IL Outcomes Survey FY10

Research Objective: To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

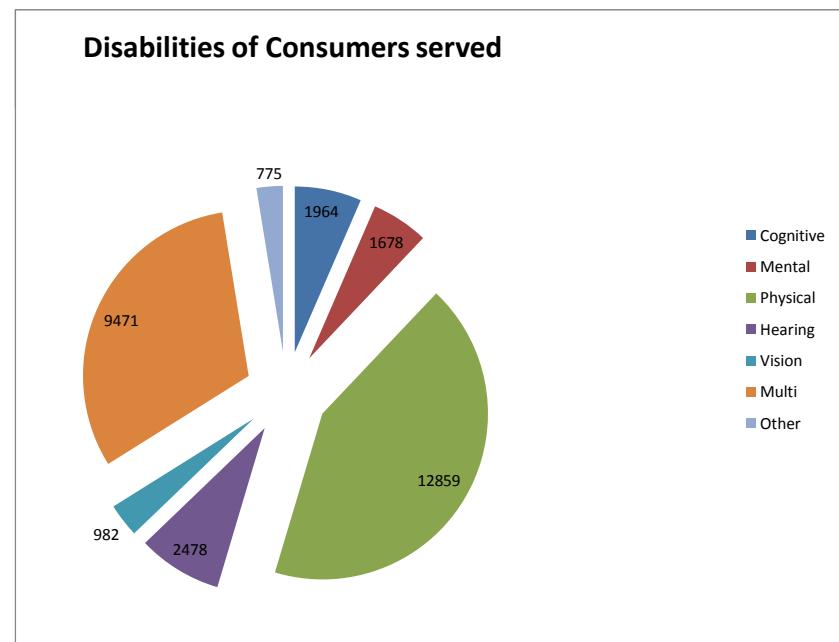
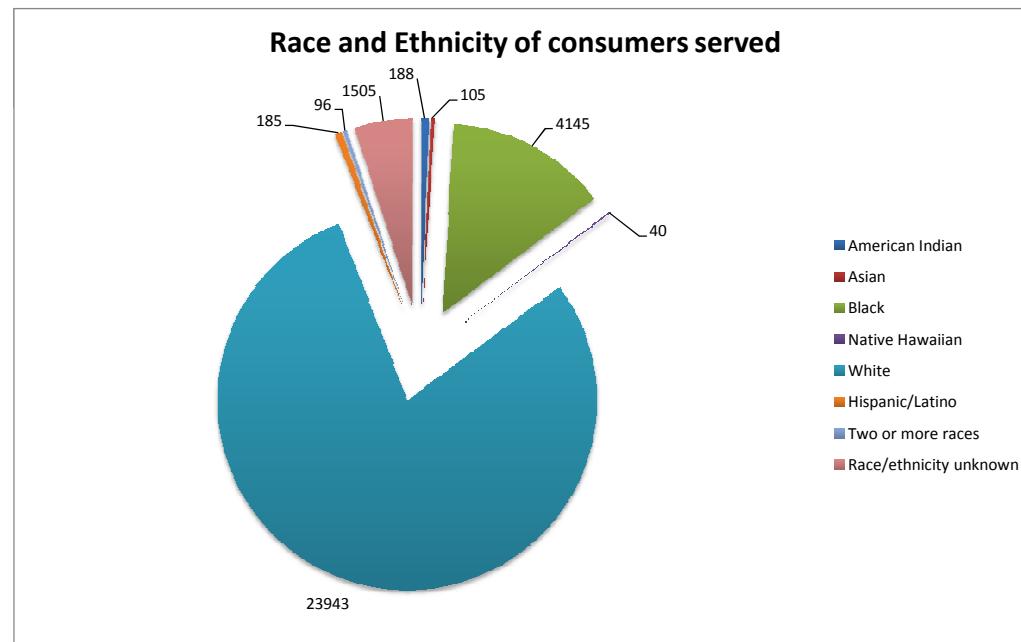
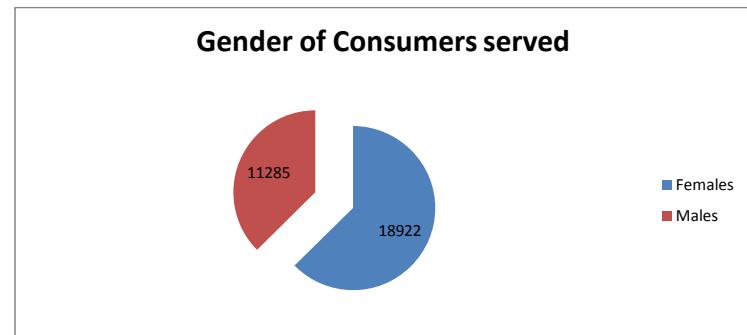
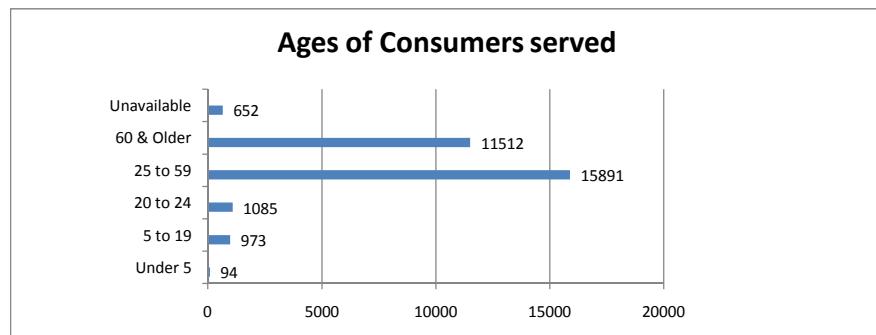
Research Design: The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

Data Analysis: The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

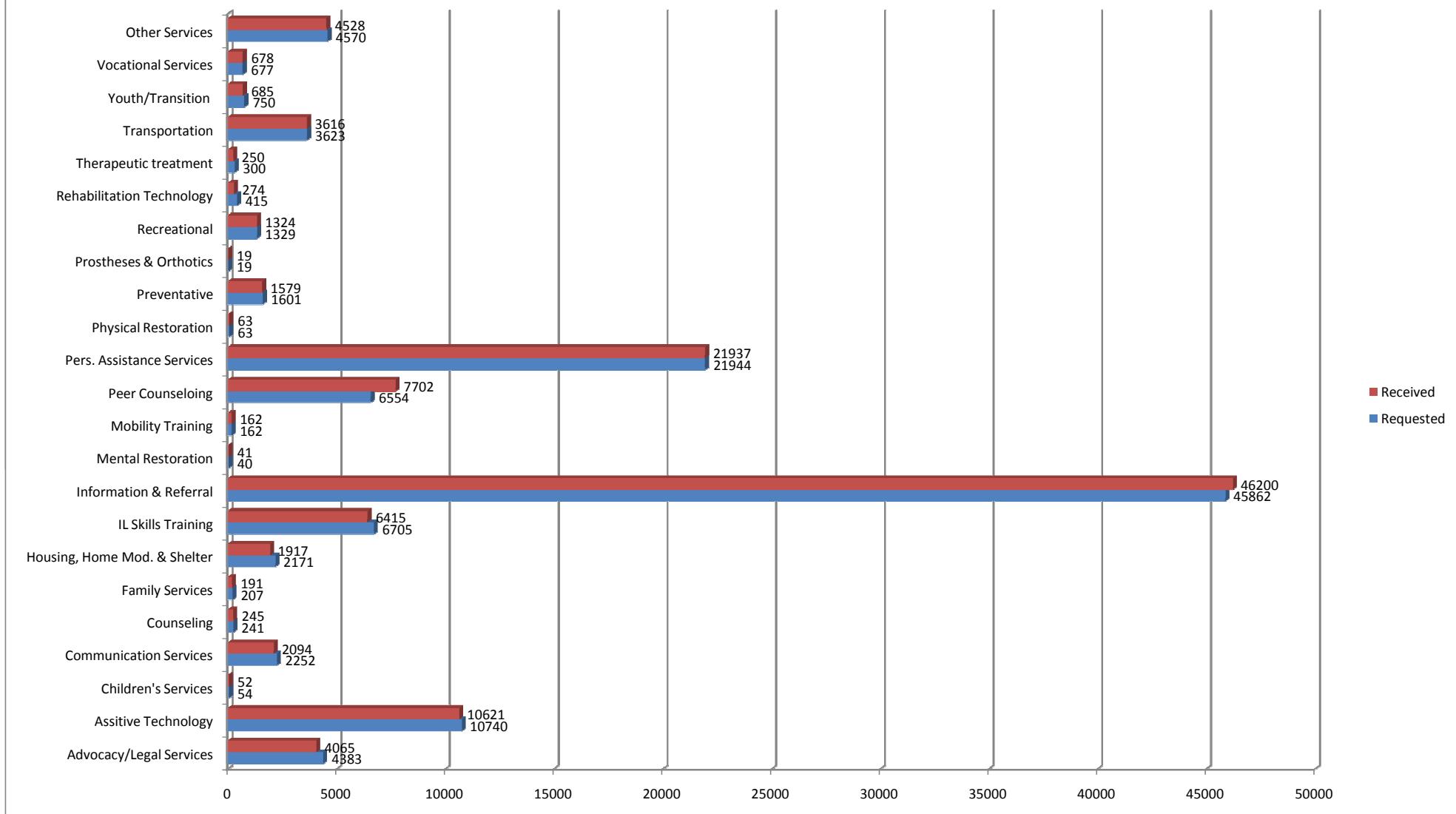
Report Format: Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Division of Vocational Rehabilitation. For each of the service areas there are two pages with questions/graphs followed by comment pages. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. The next page shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer.

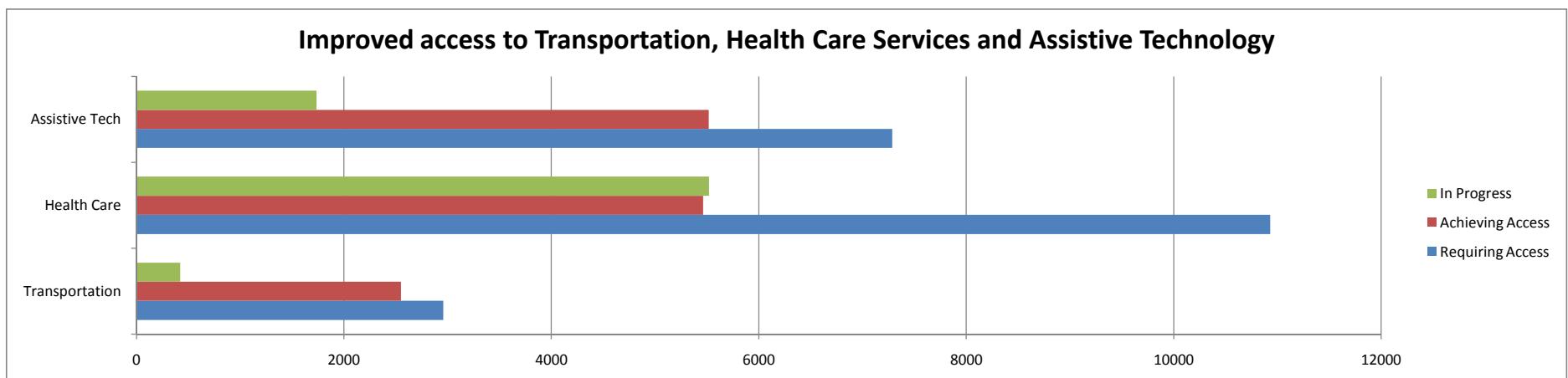
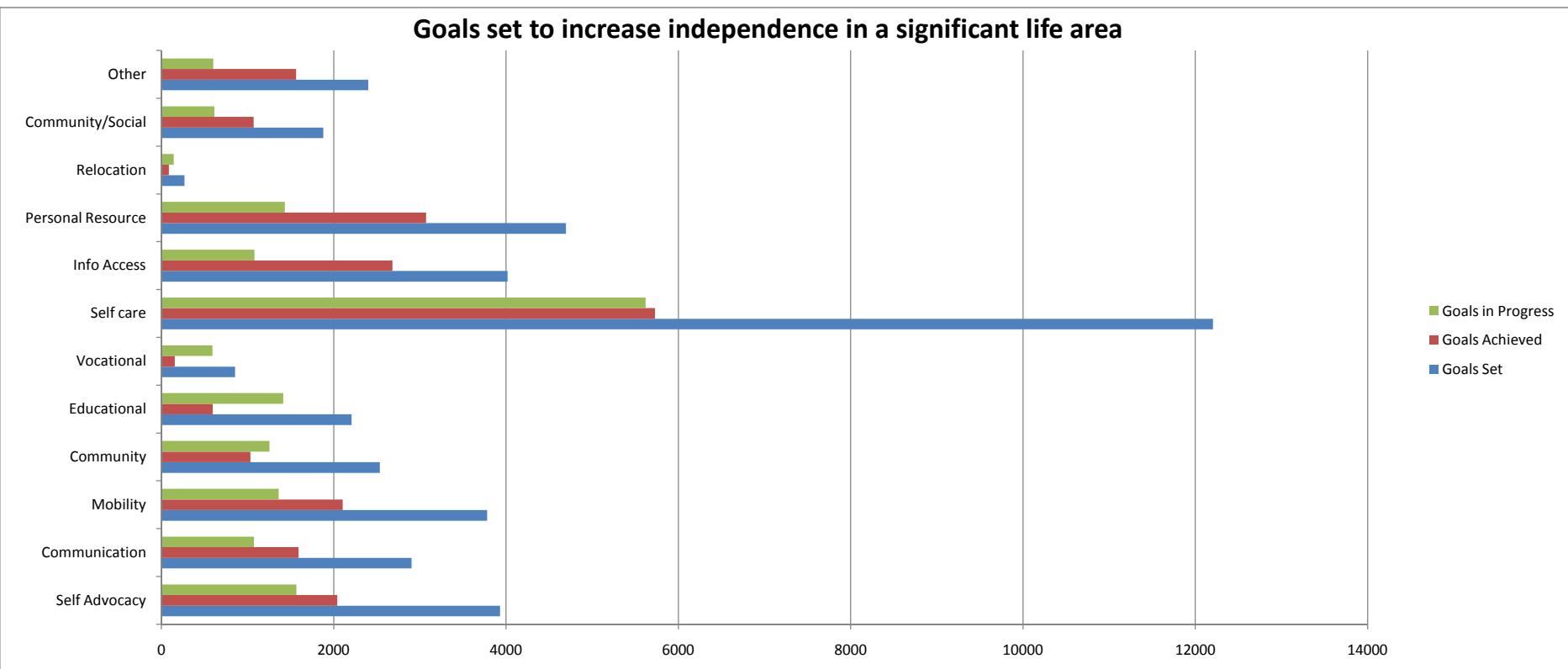
Additional Data: During the survey, consumers responding “yes” to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the responses from the survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 30,207



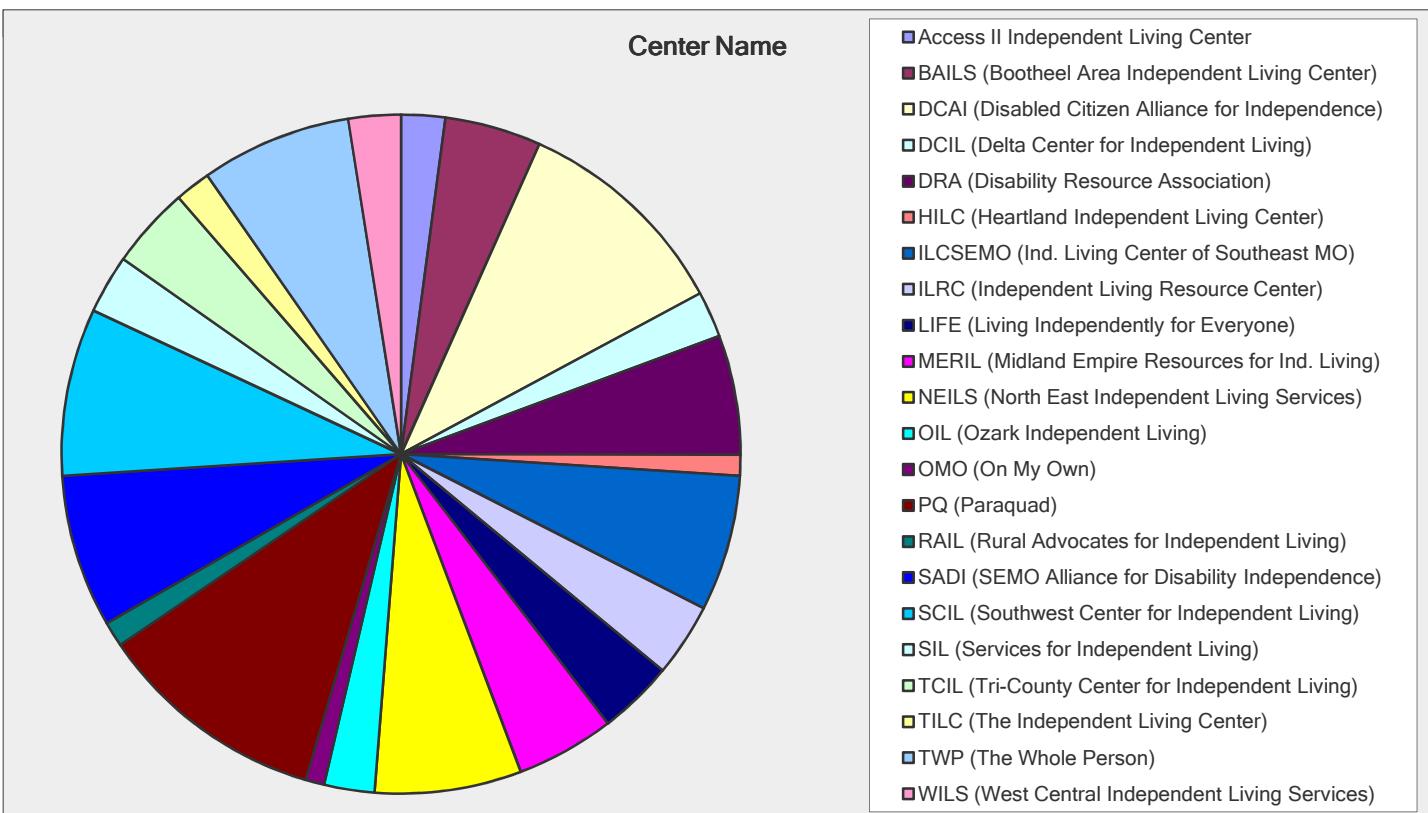
Services requested and received by consumers





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Center Name	Response Percent	Response Count
Access II Independent Living Center	2.1%	77
BAILS (Bootheel Area Independent Living Center)	4.6%	173
DCAI (Disabled Citizen Alliance for Independence)	10.5%	392
DCIL (Delta Center for Independent Living)	2.2%	82
DRA (Disability Resource Association)	5.7%	211
HILC (Heartland Independent Living Center)	1.0%	36
ILCSEMO (Ind. Living Center of Southeast MO)	6.5%	241
ILRC (Independent Living Resource Center)	3.5%	131
LIFE (Living Independently for Everyone)	3.6%	136
MERIL (Midland Empire Resources for Ind. Living)	4.7%	177
NEILS (North East Independent Living Services)	7.0%	260
OIL (Ozark Independent Living)	2.4%	88
OMO (On My Own)	0.9%	33
PQ (Paraquad)	11.0%	411
RAIL (Rural Advocates for Independent Living)	1.2%	44
SADI (SEMO Alliance for Disability Independence)	7.3%	271
SCIL (Southwest Center for Independent Living)	8.0%	297
SIL (Services for Independent Living)	2.8%	104
TCIL (Tri-County Center for Independent Living)	3.9%	144
TILC (The Independent Living Center)	1.7%	63
TWP (The Whole Person)	7.2%	270
WILS (West Central Independent Living Services)	2.5%	93
Total		3734

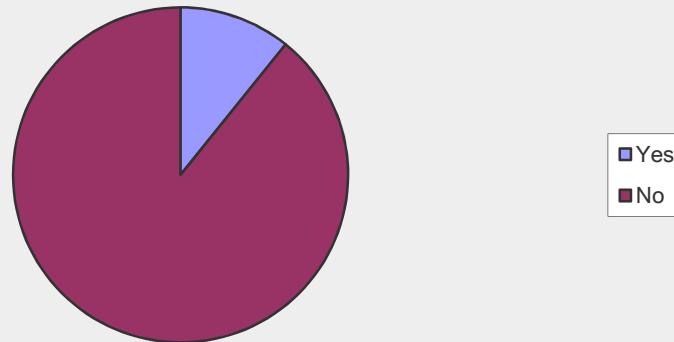


Annual IL Outcomes Survey FY10

Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	10.8%	384
No	89.2%	3185
	<i>answered question</i>	3569
	<i>skipped question</i>	165

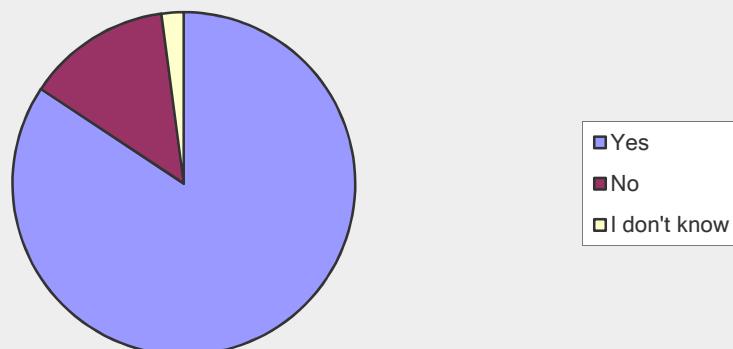
Are you a United States Veteran?



Are you eligible for Missouri Medicaid?

Answer Options	Response Percent	Response Count
Yes	84.3%	3010
No	13.6%	484
I don't know	2.1%	75
	<i>answered question</i>	3569
	<i>skipped question</i>	165

Are you eligible for Missouri Medicaid?

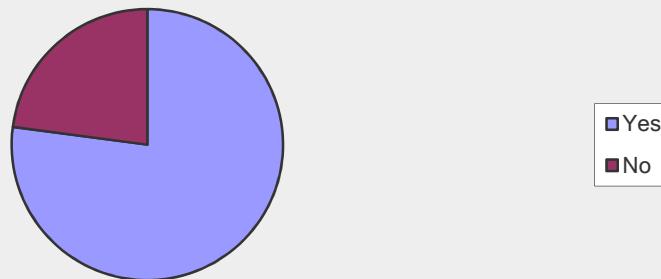


Annual IL Outcomes Survey FY10

Are you a registered voter?

Answer Options	Response Percent	Response Count
Yes	77.1%	2749
No	22.9%	816
	<i>answered question</i>	3565
	<i>skipped question</i>	169

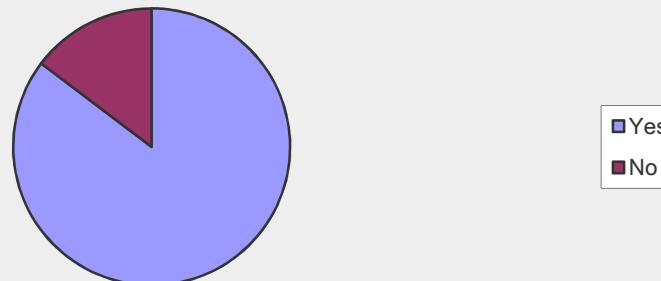
Are you a registered voter?



Do you vote for elected officials?

Answer Options	Response Percent	Response Count
Yes	85.3%	2352
No	14.7%	404
	<i>answered question</i>	2756
	<i>skipped question</i>	978

Do you vote for elected officials?

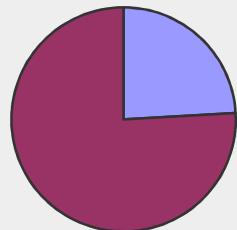


Annual IL Outcomes Survey FY10

Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	24.1%	856
No	75.9%	2693
<i>answered question</i>		3549
<i>skipped question</i>		185

Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

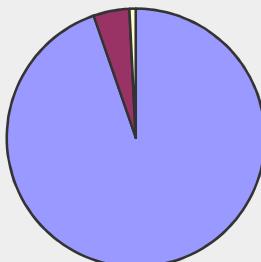


■ Yes
■ No

What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.7%	819
Somewhat Satisfied	4.5%	39
Dissatisfied	0.8%	7
<i>answered question</i>		865
<i>skipped question</i>		2869

What was your experience with the ADVOCACY services you received?



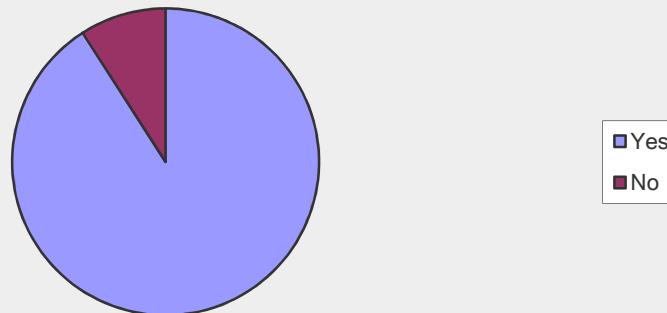
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	90.9%	786
No	9.1%	79
	<i>answered question</i>	865
	<i>skipped question</i>	2869

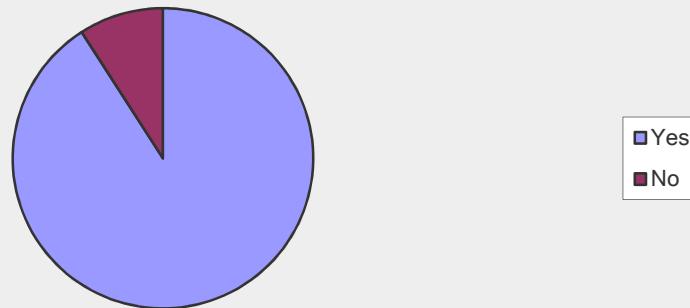
Did you gain knowledge, skill and/or independence from the ADVOCACY service?



Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	90.9%	786
No	9.1%	79
	<i>answered question</i>	865
	<i>skipped question</i>	2869

Did this ADVOCACY service make a positive change in your life?



Annual IL Outcomes Survey FY10

What change did this ADVOCACY service make?

<i>answered question</i>	771
<i>skipped question</i>	2963

Number	Response
1	I had help with programs that helped me have more independence and I can get around more.
2	Someone helped me fill out paperwork to register to vote and for a disabled voter form.
3	I had help filling out for my CB. It helped me pay bills. I also had help filling out paperwork for CD.
4	I got help filling out forms for becoming a disabled voter and help with the forms for the CDS program.
5	I had help getting forms to become a registered voter and also a disabled voter. I was so glad to have the help.
6	I had help with my appeal for SSD. I also had help with my Medicaid. My caseworker is very helpful and does all she can to help me get the help I need.
7	I was helped to get services from the Center. I had help with my CB. I used the money I received to pay bills and get necessities.
8	My caseworker gave me information about the program that has aides to assist consumers.
9	I had help with the paperwork when I applied for Medicaid. My caseworker was very helpful.
10	I am on the disabled program. My caseworker helped me with the paperwork and I am very grateful for the help. I was also helped to fill out paperwork for the programs the Center offers.
11	You helped advocate to get me a computer.
12	The Circuit Breaker Tax refund gave me extra money at a time when I needed it.
13	The center built me a ramp and that helped me a lot. The Center helped me locate a qualified contractor in order to obtain my ramp.
14	My son-in-law programmed my TAP phone and makes it real easy for me to use and call people that the center helped me to receive.
15	I had help filling out paperwork to get an aide. The information was explained to me so I better understood what to expect.
16	I had help filling out paperwork to get a wheelchair.
17	My caseworker helped me fill out my Circuit Breaker. I used the money to pay bills and buy food. Any help I can get I appreciate
18	I had help filling out my Circuit Breaker. I used the money I received to pay bills and buy necessities. I also have help setting up transportation appointments for my doctor visits.
19	I get help filling out my CB information. I am so glad to get the money. I can pay bills and get other things I need.
20	I had help filling out the form for my CB. I used the money to pay bills. I was really glad for the help.
21	My caseworker helped me fill out paperwork for my Circuit Breakers. I could go back three years for my Circuit Breakers. I was so glad. I had bills I needed to pay. The money from my CB's was used also for necessities I needed.
22	I was given the name of a group that does weatherization on homes. It made such a big difference in my heating bill and keeping warm.
23	Helped by getting me money to buy my orthopedic shoes each year

Annual IL Outcomes Survey FY10

What change did this ADVOCACY service make?

answered question 771

skipped question 2963

Number	Response
24	I had help filling out my Property Tax Credit form. I was glad to get the extra money to pay some of my bills.
25	My son is autistic. We have had help getting transportation for him to school. Also help for services in the district. Now we are getting help to further his education and to make sure he gets the services he needs. I don't know what we would have done without the help from the people at the Center. They went beyond and above what other places had done.
26	My son is 13 and disabled. I am getting help from the Center about services provided for him from the school. They have been going to his IEP's and helping.
27	I have help with contacting organizations I need for myself and my family. There are four in my family and we are all disabled. I am so thankful for all the help we receive from the Center.
28	I know how to contact my legislators and tell them my own story.
29	I had help getting an Air Conditioner for my home. My caseworker told me about the program the Health Department has and helped me get the Air Conditioner. I am so grateful for the help I received.
30	I worked out budget billing with the utility company.
31	With my landlord. It helped me to spread out my payment a couple of months when I was struggling.
32	My caseworker wrote letters and spoke with DFS workers about my getting Blind Pension. She also called and spoke with someone at the Rehabilitation Service program about someone coming to my home and setting it up so it will be easy to get around without running into things. My caseworker also set up appointments for me with an eye doctor to have eye tests required to get the Blind Pension. She was so helpful and caring. I couldn't have gotten as much done in the time she did. I am very grateful to her. I had Circuit Breakers completed for me and a TAP application. I used the money from the CB to help pay my bills. It was nice to have the extra money.
33	My caseworker called HUD for me to find out if my paperwork was up to date. I planned on moving into a new apartment. I also had help filling out the application for the apartment and she contacted the Social Security Office about my current income so I had the correct paperwork.
34	I am getting help from my caseworker applying for SSD and Food Stamps. She has made many calls for me and helped me with the paperwork. I had help applying for Medicaid. I couldn't have done it without her.
35	My caseworker contacted JFCAC, Red Cross, HCB to help me apply for these programs. She ordered a new Medicare card for me. She also called my trash pickup company about my trash not being picked up. I am so thankful for the help she has given me and is still giving me.
36	All my services through the center have been so helpful. Can't imagine where I would be without the help.
37	My caseworker helped me change my healthcare. I am now eligible for different programs. She made calls for me and got the paperwork for me.
38	I received help transitioning from the nursing home.
39	My caseworker helped me get an DDRB grant. I was so appreciative for the help.
40	I received help with my Medicaid and my will.

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What change did this ADVOCACY service make?

<i>answered question</i>	771
<i>skipped question</i>	2963
Number	Response
41	I am now registered to vote and I received homemaker hours which helped me to stay in my home.
42	Helped me with all these things I needed to be aware of to be able to remain in my own home.
43	My caseworker called the agency that has Lifeline and set it up for me. I feel safer and calmer now that I know I can call someone if I fall. She also called and had my name put on the No Call List. It is difficult for me to get to the phone, so this was a big help.
44	When DHSS cut my hours, I called my ILS immediately and he worked on getting them back. There was no way I could go without the services that I needed, and the advocacy made all the difference between having to stay home, go into a nursing home, or have a roommate and that wouldn't work.
45	A very good change. I am empowered to make decisions and I have learned how to self-advocate by watching my ILS.
46	I learned how to self-advocate in case this type of situation comes up again - always ask for the policy in writing - that's a good lesson to learn.
47	They relay information to us that is sometimes helpful, about things that are going on. Also, you can be involved politically, which is good, go to the state capital and it was a good experience.
48	It was helpful to know my legal rights, what I am able to address and what I'm not.
49	It has made me more aware of my rights and rights of others with disabilities
50	They gave me hope, we had meetings and we could talk to others with disabilities and how they overcome it and that gives you hope.
51	It made me more aware of the actual services that are out there for people with disabilities and I got to talk to Senators and representatives, those are the ones that make the decisions so that was a good thing.
52	It makes me pay attention to the news and can go online to check things out, helps me to make a decision about voting.

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Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	6.1%	217
No	93.9%	3316
	<i>answered question</i>	3533
	<i>skipped question</i>	201

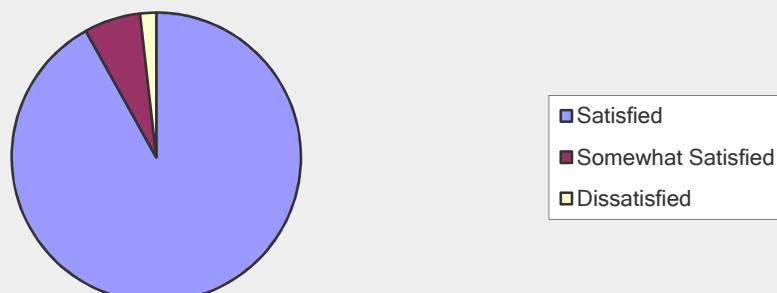
Did you receive any Benefit Advisement services?



What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	91.9%	203
Somewhat Satisfied	6.3%	14
Dissatisfied	1.8%	4
	<i>answered question</i>	221
	<i>skipped question</i>	3513

What was your experience with the BENEFITS ADVISEMENT services you received?

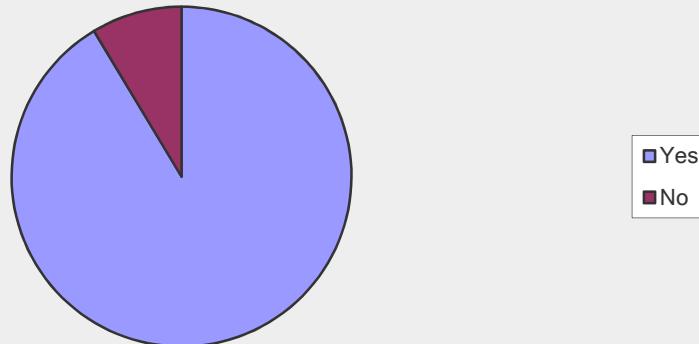


Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	91.4%	202
No	8.6%	19
	<i>answered question</i>	221
	<i>skipped question</i>	3513

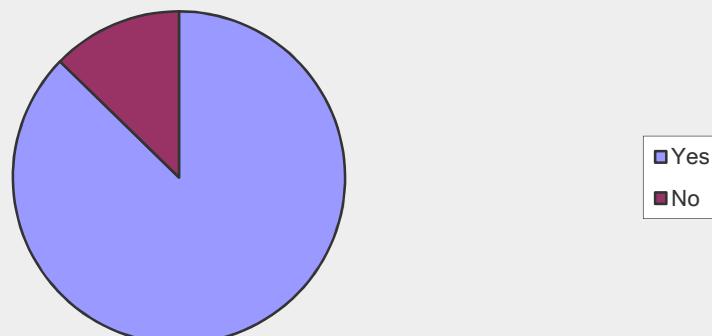
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?



Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	87.3%	193
No	12.7%	28
	<i>answered question</i>	221
	<i>skipped question</i>	3513

Did this BENEFITS ADVISEMENT service make a positive change in your life?



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What change did this BENEFITS ADVISEMENT service make?

<i>answered question</i>	191
<i>skipped question</i>	3543

Number	Response
1	They helped me better plan for my future.
2	I am financially more independent since I have gotten my Social Security.
3	This service changed my life in the way that it has given opportunity.
4	I was told about food stamps and other benefits. At this time, I don't need any other benefits. I was glad to be given the information.
5	Just knowing what is available to me is comforting!
6	My caseworker has explained what I needed to apply for my disability, food stamps and other available programs. She has been very helpful and clear explaining what I needed. She answered any questions I had. If she didn't have the answer, she found out for me what the answer was.
7	Due to my health and finances I was asked to think about getting on HUD and moving into an apartment that has assisted living. My caseworker always has my best interest at heart. She is very kind and thoughtful.
8	I had help registering my granddaughter for school and Head Start. My caseworker helped me get it done at the right time.
9	The service helped me find out about benefits I was entitled to that I did not know about before.
10	I asked my caseworker about the program that the Center for consumers to get an aide. She explained about the program and got the paperwork for me.
11	I was given information about Voc Rehab. I called and talked to someone about getting some training.
12	I had questions about the CDS program at the Center. I was given the information and help filling out the forms.
13	I had help signing up to be a voter and also to be an absentee voter. I was glad to finally get to vote.
14	Getting my benefits really helped me.
15	My caseworker suggested I get on the No Call List and on the Life Line program. They really help me a lot.
16	My caseworker suggested I see if I would be eligible for Food Stamps and get put on the Disabled Voters list. That's what I did.
17	My caseworker suggested I apply for the CDS program at the Center. I am so glad I listened to her.
18	Helped a lot. Helped me understand that I wouldn't lose my benefits
19	You helped me better understand my Medicaid so now I get services I didn't used to get.
20	Helped me figure out my benefits for when I left the nursing home.
21	This improved my situation and self-esteem. The center worked with VR to get me involved with their services because I needed some help.
22	This was a good change. My veteran benefits and social security were messed up and I needed some help quickly. When I called and explained what I needed, the information was readily available and it was right. Now, I'm better off and not stressed.
23	I was able to obtain information regarding my benefits before accepting a job, allowing me to make a better informed decision.
24	Helped me get my social security back in my own name when I moved out of the nursing home.

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Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	4.2%	149
No	95.8%	3379
	<i>answered question</i>	3528
	<i>skipped question</i>	206

Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services?



What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	79.3%	119
Somewhat Satisfied	16.0%	24
Dissatisfied	4.7%	7
	<i>answered question</i>	150
	<i>skipped question</i>	3584

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

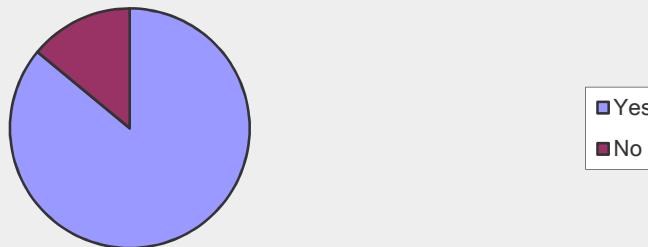


Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	86.0%	129
No	14.0%	21
	<i>answered question</i>	150
	<i>skipped question</i>	3584

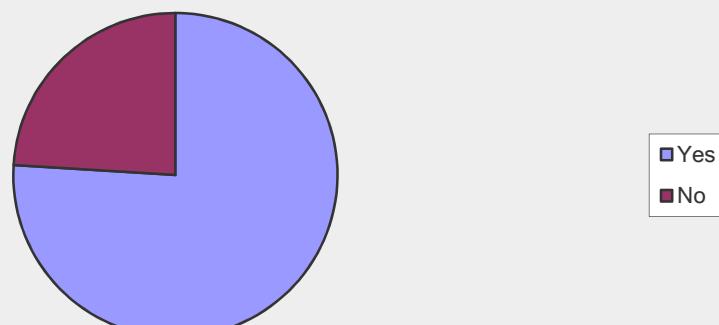
Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?



Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	76.0%	114
No	24.0%	36
	<i>answered question</i>	150
	<i>skipped question</i>	3584

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?



Annual IL Outcomes Survey FY10

What change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

answered question 113

skipped question 3621

Number	Response
1	I was given other ideas about what I can do when I get better regarding working.
2	Made me better informed to handle things on my own.
3	Having referral information provided a feeling of comfort that we have the resources if needed.
4	I was given information about what my employer is supposed to do due to my disability. I was glad to get the information because I was worried about my job.
5	My husband and I volunteered for a short period of time to see how we would do and whether we were physically able to do the work. We did alphabetizing, collating, stamped envelopes and worked some on a computer. It was good training and experience.
6	I'm new to the center and with employment. So far, they've been helping me. I'm 18 and young. They helped create a resume, cover letter, and been looking for jobs. I've never worked before. So, thanks!
7	I receive the employment newsletter, which lists openings in my area. This is a good change for me.
8	I receive the newsletter about employment opportunities, so I can look for jobs. This is good since I had to go out and look for work and it was costing my folks a lot of money for transportation.
9	This service helps me with my reading and math which is the main purpose on why I joined the College for Living.
10	This service helped with reading, writing, and math skills. They have assisted me with independent living and I read a lot better then when I have started.
11	I am able to hold down a job and have better communication skills. I love the program and have made a lot of friends.

Annual IL Outcomes Survey FY10

Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	9.2%	323
No	90.8%	3199
<i>answered question</i>		3522
<i>skipped question</i>		212

Did you receive any Home Modification services?



What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.7%	312
Somewhat Satisfied	3.4%	11
Dissatisfied	0.9%	3
<i>answered question</i>		326
<i>skipped question</i>		3408

What was your experience with the HOME MODIFICATION services you received?

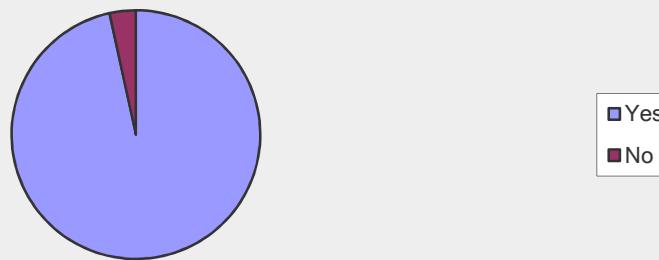


Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	96.6%	315
No	3.4%	11
	<i>answered question</i>	326
	<i>skipped question</i>	3408

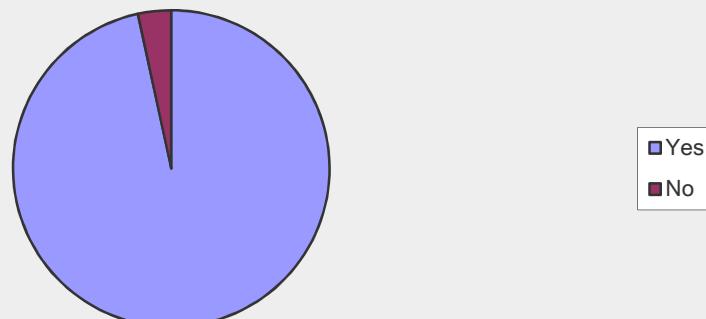
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.6%	315
No	3.4%	11
	<i>answered question</i>	326
	<i>skipped question</i>	3408

Did this HOME MODIFICATION service make a positive change in your life?



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What change did this HOME MODIFICATION service make?

<i>answered question</i>	313
<i>skipped question</i>	3421

Number	Response
1	I was given grab bars for my tub so I could get in and out easier and not worry about falling.
2	I have trouble going up and down stairs. The ramp makes it possible for me to enter the house without assistance.
3	Before I couldn't leave the house and now with a ramp I can go in and out very easy and I just hold onto the rail the entire time.
4	My handrails and grab bars have made me able to get in and out of the tub and in my house--makes me much more independent.
5	Yes, I can get in and out with my scooter and the ramp makes it just real easy to get in and out. I can come in up the ramp right into my living room and park my scooter.
6	It helped me get in and out of my home easier with both my walker and my wheelchair. When I moved from that address into an accessible home, I returned the ramp by explaining that I was leaving this home and wanted to turn the ramp in.
7	My roof was leaking badly and I was afraid it would fall in on me. My caseworker got help for me to have my roof repaired. I don't know what I would have done without the help. I am so grateful.
8	My house needed a lot of repairs. My furnace was repaired, the outside of my house was painted and other repairs were done inside. I am so thankful there are people that care about others. I don't know how I would have gotten the repairs done without the help I received.
9	My caseworker helped me get in touch with an organization that put a new roof on my home, replaced window panes, and repaired my deck. I didn't have the money for the repairs I needed. I am really thankful for the help I received..
10	The home modifications have absolutely helped my independence! I can get up and down my steps the handrail on the porch. The shower bars help so much; I can get in and out of the tub almost by myself! Helps so much and makes a world of difference.
11	My porch was falling off my house. The Center had someone come and repair it. I can safely walk out on my porch now without fear of falling.
12	I had a brand new roof put on my house. I am going to get a new bathroom also. Smoke detectors were placed in my home. I am thankful for my caseworker. He is so nice and helps me so much.
13	My roof was repaired. I had been putting pots under the holes in my roof to catch the rain. I can't thank the Center enough for helping me get a new roof. I don't have to worry about it any longer.
14	My ramp makes me able to get out of my home and see my family. I am not stuck in my house anymore.
15	The handrails on my porch make it much safer for me to get in and out of my house.
16	Helped me to be able to sit and bath better without having to worry about falling. More independent.
17	My front door was replaced. It has made a difference in my heating and cooling bills.
18	A ramp will be built for me. I'm so thankful for all the help I am receiving. My life is getting somewhat easier. A smoke detector was also put in my home. I feel safer.
19	I'm in a wheelchair and was unable to get in and out of my home. I learned about a Christian group that brought teenagers here to build me a ramp. I am so thankful for it and I can get out now.

Annual IL Outcomes Survey FY10

What change did this HOME MODIFICATION service make?

<i>answered question</i>	313
<i>skipped question</i>	3421

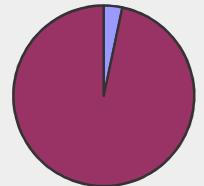
Number	Response
20	I haven't been able to get out of my house by myself for such a long time. Independent Living helped me with a ramp and now I can get outside for fresh air all by myself. I can also get to the SMTS stop now.
21	I can get into the bathroom now. The center widened my bathroom door so I can get my wheelchair in. They installed grab bars for my safety.
22	A good change because we definitely needed this so we could remain independent and decrease our isolation.
23	I'm very satisfied with the services that I received. Because of your organization, I can go outside all by myself. I'm not even afraid of falling.
24	I was impressed with this service because I got into a house that was at first accessible until I started using a wheelchair. Everywhere I called the answer was "we don't do that." I asked my ILS if this was something the center could help me with - I just needed a small modification. When I heard the center would do that, it was great knowing I wouldn't have to find another place to live that I could afford. So, this was a very good change for me, and I kept my independence.
25	I'm able to transfer into the shower with the help of the grab bars from the center, so this has been a positive change in my life.
26	It made me feel safe that I could get some help from a shelter with the referral from you people. Now, I'm in a program to keep me in housing and mental health services.
27	This service enables me to use the shower and use commode with privacy, the ramp has allowed me access outside.

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Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	3.3%	117
No	96.7%	3398
	<i>answered question</i>	3515
	<i>skipped question</i>	219

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

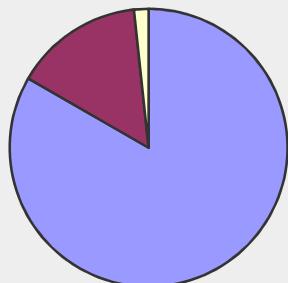


■ Yes
■ No

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	83.3%	100
Somewhat Satisfied	15.0%	18
Dissatisfied	1.7%	2
	<i>answered question</i>	120
	<i>skipped question</i>	3614

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



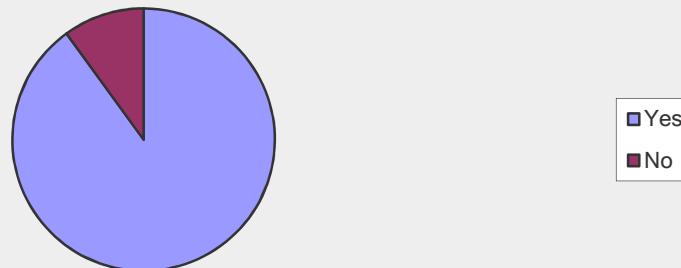
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	90.0%	108
No	10.0%	12
	<i>answered question</i>	120
	<i>skipped question</i>	3614

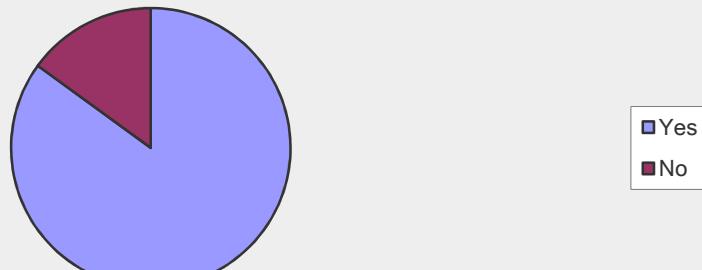
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	85.0%	102
No	15.0%	18
	<i>answered question</i>	120
	<i>skipped question</i>	3614

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?



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What change did this HOUSING REFERRAL OR ASSISTANCE service make?

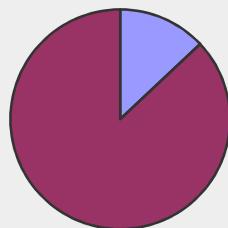
<i>answered question</i>	100
<i>skipped question</i>	3634
Number	Response
1	
1	I have more room and everything is on one floor.. My landlord is very nice.
2	I had help finding a place to live. Without the help, I don't know what I would have done.
3	I had help finding a place for me to move that would be more convenient.
4	They helped me get my apartment and gave me a chair and everything has worked out.
5	I had help from my caseworker finding the apartment I'm living in now. I am glad I had help.
6	I had help finding a new apartment. I also had help moving when I needed to. I am so thankful for the help.
7	I had help finding appropriate housing. My caseworker did a great job finding my apartment.
8	I needed to move from my house because the neighborhood was getting too scary for me. I called and talked to the center staff and they referred me to several places. I am living in one of those that was referred to me.
9	I'm not living on the streets.
10	I am closer to the stores and this gave me more independence and made me learn to do things for myself.
11	I would not have been able to move into my apartment without a grant. Moving is going to change my outlook on life.
12	I would not have enough money to pay deposit and rent. There would have been no money left for living expenses. I was homeless before and now have my own apartment.
13	I was depressed living in a place with drugs, alcohol and now I am living on a nice street with children playing.

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Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	13.0%	458
No	87.0%	3055
	<i>answered question</i>	3513
	<i>skipped question</i>	221

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services?

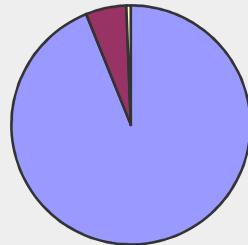


■ Yes
■ No

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.9%	446
Somewhat Satisfied	5.5%	26
Dissatisfied	0.6%	3
	<i>answered question</i>	475
	<i>skipped question</i>	3259

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?



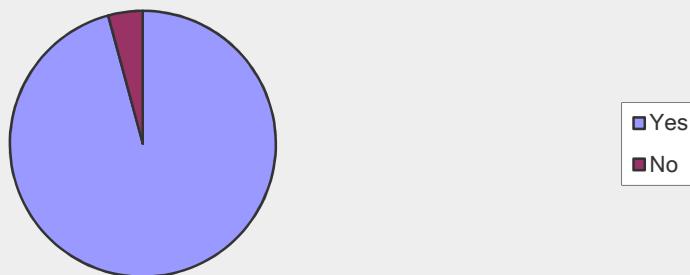
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	95.8%	455
No	4.2%	20
	<i>answered question</i>	475
	<i>skipped question</i>	3259

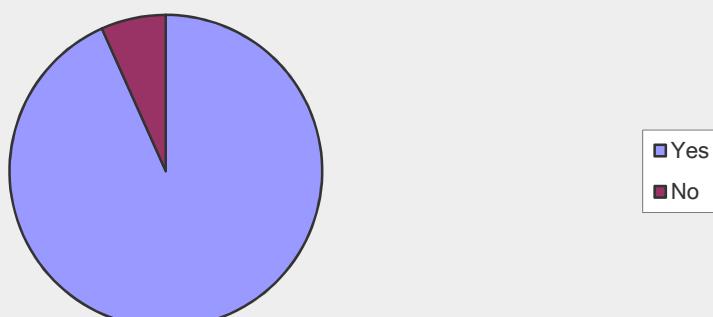
Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.3%	443
No	6.7%	32
	<i>answered question</i>	475
	<i>skipped question</i>	3259

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?



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What change did this INDEPENDENT LIVING SKILLS TRAINING service make?

<i>answered question</i>	440
<i>skipped question</i>	3294
Number	Response
1	
1	I learned how to type and get around the internet some. This has enabled me to volunteer more.
2	Learned how to do more for myself, to budget, build self-esteem and set goals for myself.
3	I had assistance with setting up a budget. It is working very well. I am thankful for the help I've received.
4	I am working on social skills, coping and financial skills. My caseworker helps me a lot to better my situation.
5	I am getting help setting up a budget and working to get my bills paid on time. My income is so limited it is very difficult to do. My caseworker is helping me a lot.
6	My caseworker explained my healthcare programs. I didn't understand what I was to fill out. I was so glad to have the help
7	I am 30 yrs old and I just got my drivers license for the first time. It really has made a difference in my life not having to miss doctor appointments or not having a way to the store. I can do it myself.
8	I learned cooking skills, household management and basic housekeeping tasks to live independently.
9	I went through the driving program and got my drivers license which has helped me considerably to remain independent
10	I'm in the Aquatic class on the arthritis program where we do water exercises.
11	I learned how to self-direct my care and tell even my family how I needs things done. I now understand my role as an employer.
12	My ILS has been very good about teaching me coping skills. I have learned that a disability doesn't make me anymore vulnerable than anyone else. I am a stronger person now that I can use these skills to face what is going on with my health and my husband's health since he was diagnosed with cancer.
13	I have started the Drivers Ed Program. I don't have family that will help me so this has been a really good program for me.
14	I had a basic knowledge of sewing, but through the classes I have been able to build on this skill and enjoy it very much.
15	A good change. I participate in the Cooks in the Kitchen, so not only have I learned how to cook but it is a good place for learning social and communication skills since we have to work in teams.
16	I learned how to problem solve and to resolve issues with my attendant and peers.
17	A good change - I get to hang with friends while learning how to cook.
18	I developed skills to communicate personal care needs to my attendant. I was hesitant before because I thought they wouldn't do what was asked if they didn't do what was requested, and then I didn't know what would happen. But, I learned how to tactfully deal with situations.
19	This has been good for me. I have learned how to cook certain foods. The only problem is space - we're crowded, but it's fun.
20	I have a brain injury, so I really needed to learn a lot about boundaries and different things. The skills I have learned have helped me out a lot.
21	Helped me learn to be organized so that when I go shopping I get what I need.

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What change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question 440

skipped question 3294

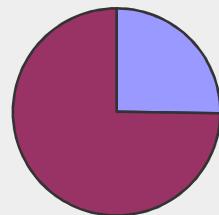
Number	Response
22	I have attended resource workshops at the Center that gave me ideas for increasing my own monthly budget.
23	I was given recipes for a diabetic and taught how to make simple recipes.
24	They gave me information on cooking and helped me open a bank account.
25	It is nice to have someone check in on me each month. They have helped me organize my paperwork and been a good support in listening to my needs.

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Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

Answer Options	Response Percent	Response Count
Yes	25.2%	886
No	74.8%	2624
	<i>answered question</i>	3510
	<i>skipped question</i>	224

Did you receive any INFORMATION AND REFERRAL services?

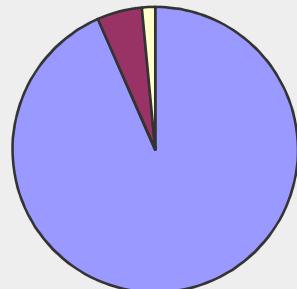


■ Yes
■ No

What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.5%	828
Somewhat Satisfied	5.1%	45
Dissatisfied	1.5%	13
	<i>answered question</i>	886
	<i>skipped question</i>	2848

What was your experience with the INFORMATION AND REFERRAL services you received?



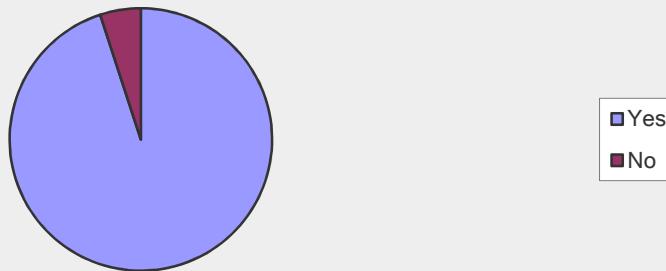
■ Satisfied
■ Somewhat Satisfied
□ Dissatisfied

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Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	95.0%	842
No	5.0%	44
	<i>answered question</i>	886
	<i>skipped question</i>	2848

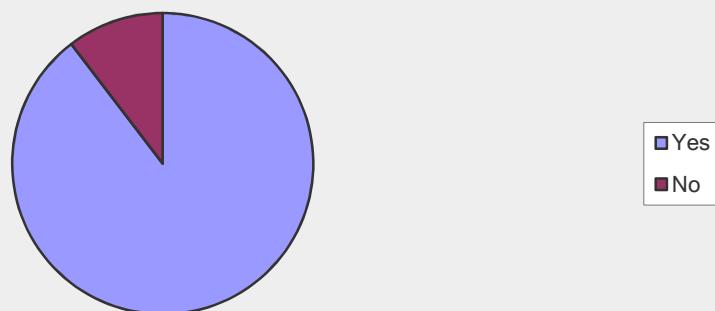
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.6%	794
No	10.4%	92
	<i>answered question</i>	886
	<i>skipped question</i>	2848

Did this INFORMATION AND REFERRAL service make a positive change in your life?



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What change did this INFORMATION AND REFERRAL service make?

answered question

793

skipped question

2941

Number	Response
1	It helped me to become more positive. I am in the Equestrian program at the Center. I can stand up now, fix my own meals now, I am stronger physically. I don't take as many pain pills as I did before.
2	The information provided was about transportation services and that was very beneficial to me.
3	I was given the name of a dental office that accepted Medicaid and I was able to get my teeth fixed. I was so glad to get the information because I was having a lot of problems with my teeth.
4	I have information about places I can go for food, my utilities paid, and healthcare clinics. I am very thankful for all the help I get from the Center.
5	I received the information that I needed to help me find an attorney and medical supplies.
6	I have a list of agencies that I have called and gotten help. I am so grateful for the help I get.
7	I was afraid I would have to go to a nursing home to recuperate. This got my hopes up.
8	I never knew about some of the programs out there that I qualified for so the information they gave was so very helpful to me.
9	I really like the newsletter.
10	I learned about different places where I could receive services and participate in volunteer programs.
11	I received information on my child's IEP that was accurate. I had been asking the school for this, but they could never give me a straight answer.
12	I learned that Independent Living does a lot more than just provides a homemaker. They do a lot for the disabled community and I appreciate that.
13	You helped me develop a power of attorney and an emergency plan that have both been helpful.
14	This was a good change because I am not from this area and it seems people don't advertise like they used to, so learning about the services and available programs increased my knowledge.
15	This was positive because I got the information that I asked for and it was correct. Without the information, I would still be trying to figure out everything on my own, and that was not working very well.
16	They informed me about Angel Food ministry, food network, and Touch point for Autism. It was helpful and we are working with these agencies too.
17	It showed me different ways to try and find out ways to find affordable housing and ways to commute, places to call for help.
18	I know there are people out there, that I am not alone if I need help, I don't ask for help often, knowing the resources were out there when they gave me those numbers, that helped me.
19	It helps me find accessible apartments and enabled me to continue living on my own.
20	This service gave me important information regarding accepting a job and how it would affect my situation.
21	I got information on food pantries. I go to one that helps me get house hold supplies like laundry detergent and toilet paper.
22	They helped me get a computer which helps to connect with the outside world. Help with utility bills.

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Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	7.4%	261
No	92.6%	3246
<i>answered question</i>		3507
<i>skipped question</i>		227

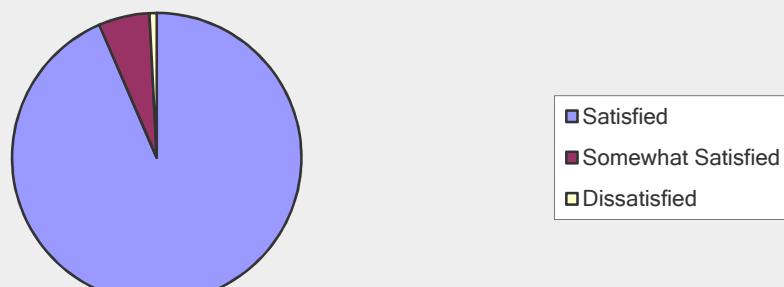
Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.



What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.6%	247
Somewhat Satisfied	5.7%	15
Dissatisfied	0.8%	2
<i>answered question</i>		264
<i>skipped question</i>		3470

What was your experience with the PEER SUPPORT services you received?

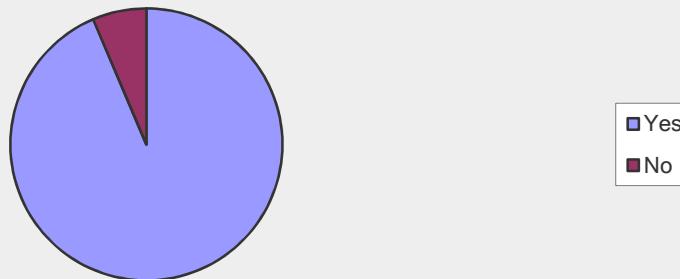


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Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	93.6%	247
No	6.4%	17
	<i>answered question</i>	264
	<i>skipped question</i>	3470

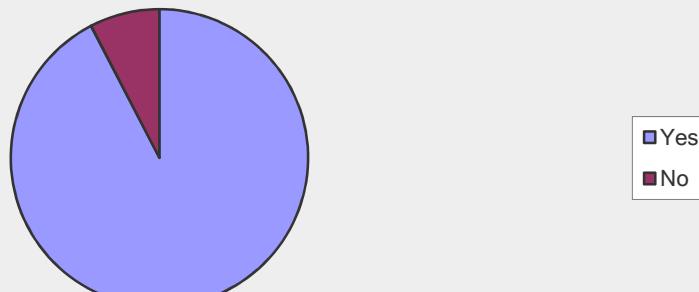
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.4%	244
No	7.6%	20
	<i>answered question</i>	264
	<i>skipped question</i>	3470

Did this PEER SUPPORT service make a positive change in your life?



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What change did this PEER SUPPORT service make?

<i>answered question</i>	243
<i>skipped question</i>	3491

Number	Response
1	I have adult friends from the peer support service
2	I like going and meeting new people and doing different things with the group
3	I really enjoy attending the Women's Group. It reminds me that there are other women who I can talk to.
4	Being able to speak with someone makes it easier to cope with my situation.
5	It helped me to realize what I need to work on and things I can change for myself.
6	It taught me how to get up and do things plus giving me the courage to try.
7	It helps me keep my medications managed and made me feel more secure.
8	My son participates in activities at school. Suggestions were made about what would help him develop at a pace that is best for him and how he can interact with others.
9	I was able to discuss my fear of cancer, surgery, and loss of family.
10	The person I talked to listened and gave positive feedback to encourage me.
11	I am less lonesome and depressed having someone to talk to.
12	I was given the name and telephone number of a counseling program. It has really helped me.
13	I can seek assistance and know that they are there.
14	I was pleased to have someone to talk to. It helps my mental well being.
15	The company and support is a good thing for a lonely person.
16	I have a friend to have coffee with or do things with that has a disability like me. My family doesn't understand like she does.
17	I on the arthritis program and discussing our issues and doing the exercise together has really helped me.
18	I have rheumatoid arthritis and most people don't understand the pain and suffering I go through. I have been matched up with someone with the same type of disability and I'm glad to have a friend with the same.
19	This service helped me out a lot with changing my life and be able to be independent.
20	I felt wanted and needed.
21	It has helped me through my depression and helped me understand more about my disability. I also makes me aware that I am not alone with this health problem.
22	I've made a friend that I can talk to and feel comfortable with the things I talk about.
23	They listened when I was having family problems and I received several suggestions.
24	I didn't know there were so many people with disabilities that I could actually talk to about the same thing that I'm going through. The change is that I feel better about myself and I'm able to look at my disability in a different manner.
25	I am empowered to talk about my disability and how I am today compared to when I first acquired my disability. The center makes me feel comfortable in discussing issues that I need to know about, and they give me the support I need or find someone who can relate if I don't want to talk to a staff person.
26	I have a disability like other staff members at the center. Receiving peer support helped make my stay at MU easier because I had someone to talk to. Without the center, I would not have been so involved in the community and learning how to be a role model myself.
27	I couldn't do without the peer support group at SIL. I have made lifelong friends with many of the members, and we call each other all the time. This is a great resource to us.

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What change did this PEER SUPPORT service make?

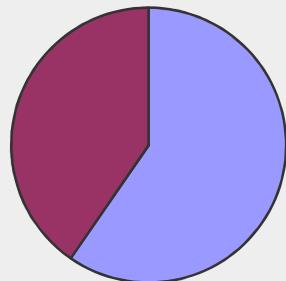
<i>answered question</i>	243
<i>skipped question</i>	3491
Number	Response
What change did this PEER SUPPORT service make?	
28	This made a very positive change in my life. People used to make fun of me. This group doesn't and it has taught me about respect. Made a lot of friends.
29	I have maintained a lot of good friends, made a lot of friends too. If I did not have anywhere to socialize I'm not sure where I would be.
30	This has been a very good service for me. Peer support is important not only as I receive peer support, but that I can also give it. I am happy with the progress that I've made since participating in the center's groups.
31	A good change. Again, I get to hang with my friends and learn how to handle situations that arise every day. It's good to know that I'm not the only who gets made fun of because of my disability. I am learning how to make friends without disabilities, and it's cool that can happen.
32	I have learned how to interact in situations because we all talk about it. I am glad the center is there for me because I would be home alone and not be doing anything except play games or talking with my parents and they have their own lives. I'm learning my value in the community and how I can give back - it feels pretty good. I feel empowered to do stuff that I couldn't do before or know how to do.
33	The social activities really help me get motivated to get out of the house.
34	Has been able to enjoy company of others and learn about how other people cope with issues in their lives.
35	I am not ready to give up, she helps me to know there is more to live for, she teaches me how to fold my clothes up.
36	Getting out to socialize at things like the dances helps me overcome the feeling of "down and out".
37	The MDA support group is amazing and I love everyone that attends the meetings.
38	I attend the TBI support group meetings when I can. They help me feel more like everyone else.
39	I have come to some of the social activities and I enjoyed them. I wish there were more closer to where I live.
40	I feel more motivated by seeing other people with disabilities. I have more confidence in my abilities.

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Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	59.6%	2087
No	40.4%	1417
	<i>answered question</i>	3504
	<i>skipped question</i>	230

Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)?

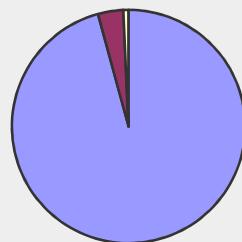


■ Yes
■ No

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	95.7%	1998
Somewhat Satisfied	3.5%	74
Dissatisfied	0.7%	15
	<i>answered question</i>	2087
	<i>skipped question</i>	1647

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?



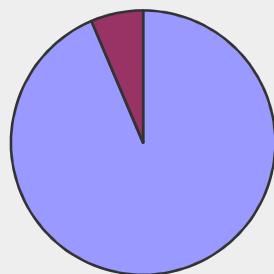
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	93.6%	1953
No	6.4%	134
	<i>answered question</i>	2087
	<i>skipped question</i>	1647

Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

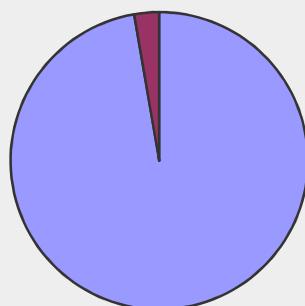


■ Yes
■ No

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.3%	2030
No	2.7%	57
	<i>answered question</i>	2087
	<i>skipped question</i>	1647

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?



■ Yes
■ No

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What change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>answered question</i>	2030
<i>skipped question</i>	1704
Number	Response
1	
1	I look forward to her coming and she does a good job. I live in an apartment and don't talk with neighbors a lot and I look forward to the company.
2	I like being able to stay at home and not go to nursing home.
3	This service allows me to live independently.
4	I would be in a nursing home if I didn't have these services.
5	It has given me the ability to eat regular meals and wear clean clothing . To bath regular (personal hygiene the needs were not being met before acquiring services
6	I was depressed after my accident but now with the help my depression has lessened. It is great to have someone help me do things I haven't been able to do in a long time.
7	I couldn't go out of the house because I have vertigo. Now with my aide I can go out of the house, shop and go to doctors appointments. My aide talked to me and helped me feel better about my situation.
8	I am more comfortable in my home since I have an aide. I don't worry about what needs to be done.
9	I get encouragement to get better and help in getting more mobile. I have someone to talk to which helps me get through the day.
10	I'm blind and it is difficult doing some things. She helps me with bathing, cooking, cleaning and other things I can't do for myself. She helps me with bill paying and the computer.
11	My aide helps me do all kinds of things. I couldn't do without her.
12	I have more freedom. I get help being clean, dressed and help to stay off pain pills.
13	I have someone to talk which helps not to be so depressed. My aide helps me with everything.
14	I am bed ridden and cannot do anything for myself.. I don't know what I would do without my attendant
15	I am more outgoing. There is someone at my home during the day to help with things around the house.
16	My life is better. I have someone to help me with the things I can't do anymore. It is wonderful to have someone to help me.
17	I wouldn't be able to live without this program, I don't know what I would do without you guys. Everything from having my attendant do my shopping to helping me when I am down helps me live on my own. Thank you so much!
18	She helps me with everything and I can trust her with my life. She helps with my checkbook and when I had cancer surgery, they taught her everything. The center had given me a good one and I am thankful for that.
19	They take care of my home, which makes it nicer for when people stop by and I'm not embarrassed of the condition it is in. My mood is much better because I would get frustrated and depressed because I couldn't get things done around the house. My helper is terrific and I love it when she comes in to visit.
20	My case worker was really good, she went above and beyond to help me. She helped me get stuff that I needed. She would come to my house and call me. She would always return my calls and always took time to assist me. I had my daughter and a friend work for me. They worked really good for me. I can not drive so they were able to get me where I needed to go.

Annual IL Outcomes Survey FY10

What change did PERSONAL ASSISTANCE SERVICES (PAS) make?

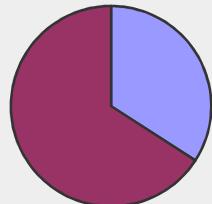
<i>answered question</i>	2030
<i>skipped question</i>	1704
Number	Response
21	It is much easier to get baths and personal grooming. I can now get to doctor appointments. Having an attendant has given me a better quality of life.
22	It made everything easier for me. I am not as stressed and I appreciate having someone come into my home and help me.
23	I am visually impaired and my aide reads my mail to me and helps me pay my bills. I am really thankful for the help I receive.
24	I like the fact that I can choose who takes care of me and they can take me to the doctor and shopping
25	This service helps me to take care of my home and keep it clean and organized.
26	I really appreciate the attendant services. I am young, and having someone to be able to help out makes me able to stay out of a nursing home.
27	I don't know what I would do without this program. I had lost so much weight because I wasn't taking care of myself. Since I got my attendant, I am eating better and I am much healthier. I don't have to worry about preparing my food because my attendant has it ready for me. It is wonderful!

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Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	34.1%	1194
No	65.9%	2304
	<i>answered question</i>	3498
	<i>skipped question</i>	236

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services?

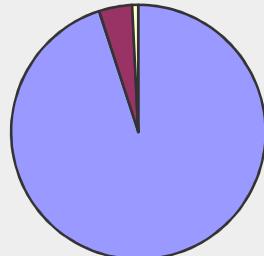


■ Yes
■ No

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.1%	1139
Somewhat Satisfied	4.2%	50
Dissatisfied	0.8%	9
	<i>answered question</i>	1198
	<i>skipped question</i>	2536

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



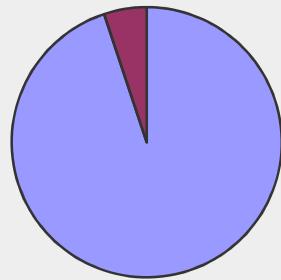
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	94.9%	1137
No	5.1%	61
	<i>answered question</i>	1198
	<i>skipped question</i>	2536

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

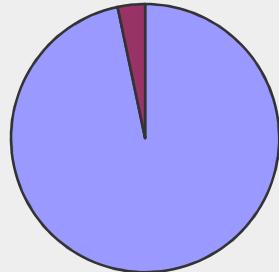


■ Yes
■ No

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.7%	1158
No	3.3%	40
	<i>answered question</i>	1198
	<i>skipped question</i>	2536

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY10

What change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

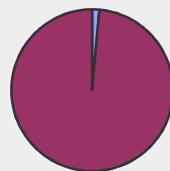
answered question	1153
skipped question	2581
Number	Response
What change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?	
1	My new shower bench helped with showering. The new phone helped with me remain more independent by hearing the phone.
2	I received a telephone that made my life a lot easier. I can hear it ring and able to take cordless phone where ever I need it.
3	Since I have a chair for the tub, I won't fall.
4	I can now call my doctor and make appointments. I can hear better now with the phone I received from the Center.
5	I can get in and out of the tub with the grab bars. And I feel safer sitting on my shower chair when I bathe.
6	I can walk further with the cane I received from the Center. I am very grateful for the help they have given me.
7	I received a telephone so I can hear people better and can see the numbers on the phone now.
8	I have a hospital bed that I needed very badly.
9	I received a wheelchair which made my mobility much better. I have more independence also.
10	I received a quad cane that helps me be more independent. I also got a TAP phone and I can talk and hear my family and can call my doctor for appointments.
11	My caseworker helped me get a manual wheelchair, bed and possibly getting my scooter repaired.
12	I got a cane to help me keep my balance. I am very happy to have it . I don't worry as much about falling.
13	I am extremely satisfied with the hearing aids received. I obtained a job due to the fact that I could hear better and do a good job.
14	This made a huge difference in my life - could finally get around. I am very satisfied with the service.
15	The equipment makes it accessible for me to move around. If the center didn't provide these services for me it would not be possible for me to live in my home.
16	My shower chair makes it capable for me to take a shower by myself, along with other equipment provided.
17	I received a shower chair and life alert and this has helped me be able to stay in my home.
18	I need my blood pressure monitor to help keep track and to be able to stay independent.
19	This service helped me to get medical equipment that I needed that Medicaid would not pay for. The equipment helps me to get around better in my home and also keeps me from falling because I have things to hold onto and sit on when taking a shower.
20	I can get around a lot better with the equipment that was provided and I also feel more secure.
21	I received a reacher that helps me a lot and things like a sock aid and long handled sponge so I give my self a bath and clean my back without any problems. It really helps me with things that I really have problems with.
22	I referred two people to the center for phones because I love mine so much! (hear better on phone)

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Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	1.4%	48
No	98.6%	3446
	<i>answered question</i>	3494
	<i>skipped question</i>	240

Did you receive any YOUTH SERVICES including TRANSITION services?

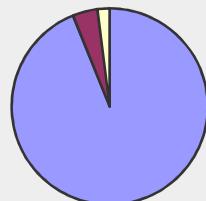


- Yes
- No

What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.9%	46
Somewhat Satisfied	4.1%	2
Dissatisfied	2.0%	1
	<i>answered question</i>	49
	<i>skipped question</i>	3685

What was your experience with the YOUTH SERVICES including TRANSITION services you received?



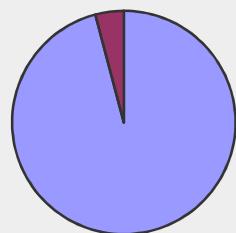
- Satisfied
- Somewhat Satisfied
- Dissatisfied

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Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	95.9%	47
No	4.1%	2
	<i>answered question</i>	49
	<i>skipped question</i>	3685

Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

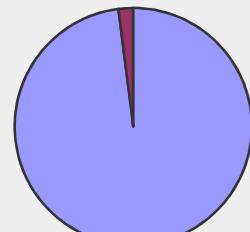


■ Yes
■ No

Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	98.0%	48
No	2.0%	1
	<i>answered question</i>	49
	<i>skipped question</i>	3685

Did YOUTH SERVICES including TRANSITION service make a positive change in your life?



■ Yes
■ No

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What change did YOUTH SERVICES including TRANSITION service make?

answered question

47

skipped question

3687

Number	Response
1	I know who to contact, where to go and with the move it has helped a lot getting things organized in new school.
2	I feel more in charge of my own life.
3	I'm getting help with my social skills, self-esteem and coping skills.
4	They are helping me get my GED so I can get employment.
5	My son has asthma and they helped get an inhaler.
6	I am taking the driving program and when I get out of school I will be able to get help in finding a job.
7	It teaches me independence.
8	She is able to be around other children her age that have more in common with her than youth outside of the center.
9	I am prepared for entering into adulthood because I was afraid before since I didn't have information on what to be prepared for. It was scary, and now I feel better.
10	A good change. I'm better prepared for stuff when I get out of high school and not have the support from my teachers and small groups.
11	This has been a great change. I've been in other programs and they didn't help me. I think one time I was in a program for more than a year before I even talked to anyone. My IEP has been the same for 4 years, and I know I had progress, but that didn't matter. But, with the youth services, I know what to expect because I know what I can do and what I need to be trained on in order to transition.
12	This helps my mom not worry so much about me.
13	This service allows me to be with people my own age. I have people I can relate with which is good.
14	After transitioning from high school to UMSL, it changed my entire life. The advice helped me to properly make my transition.
15	I learned how to get a real job, with a real boss and with hours that I can work.
16	This service taught her son how to catch the bus.

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Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	6.7%	233
No	93.3%	3259
	<i>answered question</i>	3492
	<i>skipped question</i>	242

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

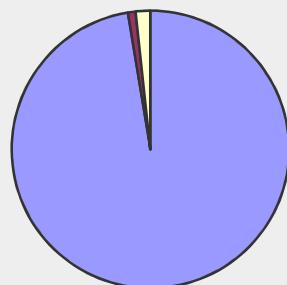


■ Yes
■ No

What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.4%	228
Somewhat Satisfied	0.9%	2
Dissatisfied	1.7%	4
	<i>answered question</i>	234
	<i>skipped question</i>	3500

What was your experience with the EMERGENCY ASSISTANCE Services you received?



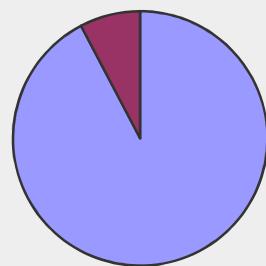
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	92.3%	216
No	7.7%	18
	<i>answered question</i>	234
	<i>skipped question</i>	3500

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?



Yes
 No

Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.0%	220
No	6.0%	14
	<i>answered question</i>	234
	<i>skipped question</i>	3500

Did this EMERGENCY ASSISTANCE service make a positive change in your life?



Yes
 No

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What change did this EMERGENCY ASSISTANCE service make?

answered question 220

skipped question 3514

Number	Response
1	I had help writing a list of people to call in case of an emergency. I also was told that if and when we needed help with anything the agency would be glad to help.
2	I got an air conditioner from the center that made it possible for me to keep cool in my home during the hot summer months.
3	My emergency plan that you helped me develop has been really helpful. You also call and check on me when the weather is bad and that means a lot.
4	They assisted me in an emergency situation.
5	I learned what to do in case of an emergency.
6	I learned how to make an emergency plan.
7	My caregiver handled all my emergency assistance for me so if I have to be at home alone I have a way to get help if I'm not able to do it myself.
8	I am more prepared.
9	In the winter, I was homeless and the center got me into a shelter that wouldn't take me otherwise. It was hopeless, but they got me in.

Annual IL Outcomes Survey FY10

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	2.0%	71
No	98.0%	3419
	<i>answered question</i>	3490
	<i>skipped question</i>	244

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services?

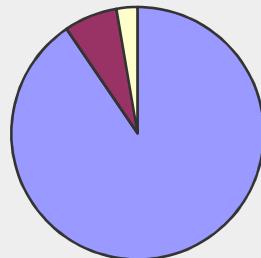


■ Yes
■ No

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	90.4%	66
Somewhat Satisfied	6.8%	5
Dissatisfied	2.7%	2
	<i>answered question</i>	73
	<i>skipped question</i>	3661

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?



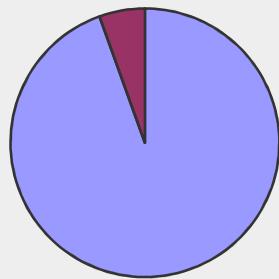
■ Satisfied
■ Somewhat Satisfied
□ Dissatisfied

Annual IL Outcomes Survey FY10

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	94.5%	69
No	5.5%	4
	<i>answered question</i>	73
	<i>skipped question</i>	3661

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

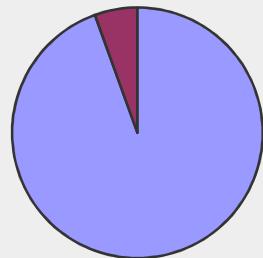


■ Yes
■ No

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.5%	69
No	5.5%	4
	<i>answered question</i>	73
	<i>skipped question</i>	3661

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY10

What change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

<i>answered question</i>	69
<i>skipped question</i>	3665
Number	Response
What change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?	
1	If it wasn't for your services, I would be in a nursing home.
2	I was able to come home from the nursing home.
3	My caseworker and my social worker helped me transition from a nursing home into my sisters home. I had help getting the furniture and other necessities I needed.
4	These services let me be independent.
5	These services made me feel I was free.
6	I was able to get out of the nursing home and back to my home.
7	I can live in my own home!
8	I'm so much happier living in my own place and out of the nursing home.
9	I am so thankful that you guys helped me get out of the nursing home. I give my caseworker a 10 plus for all she did for me and how she helped me. Being out of the nursing home and in my own place again means so much to me. I love it! I love the apartment! I love the furniture! I love everything! I am so happy!
10	I know I would be in a nursing home without you people.
11	You kept me out of a nursing home and I am so thankful for that!
12	You helped me get out of the rehab center after my accident and have helped me stay out of a nursing home.
13	I was going into a nursing home because of problems with FSD. Now, I don't have to go because the center advocated for me. I feel great knowing that I don't have to go, and my wife won't be alone.
14	I get a lot of personal care, and without it, there is no way that I would be out of the nursing home living on my own. This program rocks, and I hope they keep funding it because the nursing homes will load up quickly, and I don't think that is fair. I should be able to live where I want, and when I can't, there's going to be a fight.
15	A huge change because I know without services from the center that I would be in a nursing home - no doubt about it.
16	I was given a grant to help transition out of a nursing home. My life is significantly better with new independence and better help after receiving a kidney transplant.
17	I haven't been in a nursing home, but I know I would be without Independent Living!
18	I would be stuck in the nursing home if it weren't for you guys. You really helped me out with everything.
19	It made a good positive change because I don't want to live in a nursing home.
20	This has been the best change of all. My doctor suggested a nursing home and I changed doctors. When I heard that the center had this program, I called immediately. Otherwise, I would not be here taking your call because I would be in the nursing home. My attendant has been a god-send, and I am very thankful for Medicaid.
21	I think this was a good change, because it's pretty bad that I would have to go to a nursing home to receive medical services, including oxygen since I couldn't pay for it.
22	I receive a lot of care, so without services from the center, I would definitely be in the nursing home. Sometimes, I think this would be the best thing and then I think what I would not be able to do and I just can't live like that.
23	I'm still at home. I know if I didn't have services, the nursing home would be my home and then that would be disastrous. I need my independence!
24	Independence from a nursing home because I am a priority 1. Without services from the center that's where I would be and miserable.

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What change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

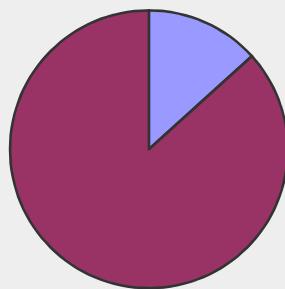
<i>answered question</i>	69
<i>skipped question</i>	3665
Number	Response
25	Without the center, I know I would be in a nursing home. I was told that I should be in one. I know that if the attendant care program was not there, I would end up in a nursing home. My family just can't do it on their own. I am so thankful for everything you guys do.
26	I am 93 years old and I know I would be in a nursing home if I didn't have help from you.
27	You were there for me when I got out of Rehab after my stroke and have been helping me ever since.
28	I was an independent person before I got sick and am glad to be in my own place. Very proud of my independence.
29	Getting out of the rest home and into my own place. The biggest change will be getting my dog back which I'm just thrilled about.
30	I hated being in the nursing home. I had no privacy or freedom. Now I do.
31	It helped my mood, I am much happier!!
32	With out their help, I would still be in that awful place.

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Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	13.3%	464
No	86.7%	3026
<i>answered question</i>		3490
<i>skipped question</i>		244

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

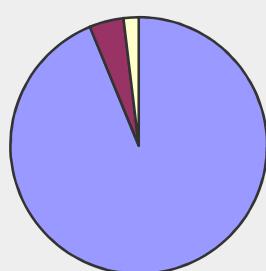


■ Yes
■ No

What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.7%	434
Somewhat Satisfied	4.3%	20
Dissatisfied	1.9%	9
<i>answered question</i>		463
<i>skipped question</i>		3271

What was your experience with the TRANSPORTATION services you received?



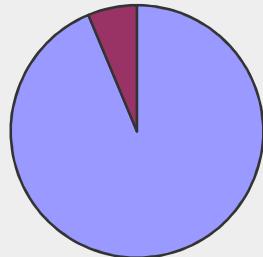
■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	93.7%	434
No	6.3%	29
	<i>answered question</i>	463
	<i>skipped question</i>	3271

Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

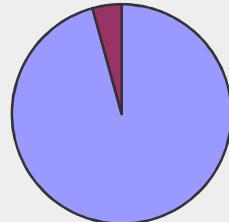


■ Yes
■ No

Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.7%	443
No	4.3%	20
	<i>answered question</i>	463
	<i>skipped question</i>	3271

Did this TRANSPORTATION service make a positive change in your life?



■ Yes
■ No

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What change did this TRANSPORTATION service make?

answered question 443

skipped question 3291

Number	Response
1	I was able to go to a family graduation. It was awesome.
2	I could go to my dentist appointments.
3	Because of the transportation, I can go to dialysis three times a week and not worry about how I'm getting there.
4	I am fortunate to have transportation to my doctors office and when I need to go shopping. I can't thank the Center enough for all they do for me.
5	This service helped me get where I needed, now I have my own car and can get around on my own. But I really appreciated the help when I needed it.
6	It is great how they come and pick you up and take you where you need to go at no charge, also they are always on time.
7	Needed emergency transportation to doctors office and did not have time to call for Logisticare, so it helped me a lot.
8	I don't have to rely on others and can make the trips.
9	I am now in the work environment and socializing more.
10	I am very fortunate to have transportation to my doctor appointments. There isn't any need for me to worry any more. I feel blessed.
11	I can't drive and I really appreciate having the option of calling the Center for transportation.
12	Due to transportation, I was able to get a specialist.
13	I can get from my home to my appointments without relying on my family only.
14	I have transportation to my doctors' office and when possible to the store. I also get my medicines picked up for me which is a great help.
15	I use to receive this service, but now I have a car. They were wonderful and they helped me get to work. They would come pick me up and they were always on time.
16	I am now independent, but without the center's transportation, I wouldn't have been able to go anywhere. I didn't have any money to put my van on the road, and the center came to my rescue. I used to be a full-time RN, but acquired a disability that caused me to stop working. The center provided transportation to me until I could drive again, which I now do.
17	It made me more independent since I don't have to rely on family and friends now - especially since they were getting burned out with taking me to doctors so much. This is a great service!
18	Transportation services took me to the Farmer's Market on Saturday and that was good because if they didn't, I would not have been able to go.
19	My quality of life has improved. Plus, I don't have to go to the hospital so much since I'm able to keep medical appointments by using the transportation from the center.
20	It makes it easier to get to the activities. Without this service I would not be able to go to any activities they have.
21	It is helpful to know that I can have a dependable ride to take me to appointments or run errands.
22	They are wonderful. They take me to the VA and help me get around the community. They work great with me because I have a problem at times forgetting appointments and the center works with me to make sure I make it to my appointments. They are great.

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What change did this TRANSPORTATION service make?

answered question 443

skipped question 3291

Number	Response
23	Helps me get out of the house and it is a dependable service when I need to get to my appointments.
24	I need transportation and this service helps me to get the transportation that I need.
25	Sometimes they let me ride for less due to my very low income. I am very pleased with them and that they let me do this.
26	I work and they help me get to my job. They have my work schedule and make sure I get there on time. I have not had any problems with them and they are always on time.